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(54) Automatic call distribution based on physical location of wireless terminals

(57) Providing by a telecommunication switching system an automatic call distribution function using agents having wireless terminals by determining the location of the agents, determining the agents' skills, and routing calls to agents based on their physical location and the agents' skills. The telecommunication switching system determines the location of particular agents based on information obtained from wireless base stations. In addition, the telecommunication switching system transmits to the agent, who has been selected to help, the location where the agent is to go. This notification can be done utilizing a display on the wireless terminal or by using an audio message to the agent. Also, if an individual needing help goes off hook on a special wired telephone connected to the telecommunication switching system, the telecommunication switching system determines the location of the wired telephone and selects an agent who is then directed to the location of the wired telephone.

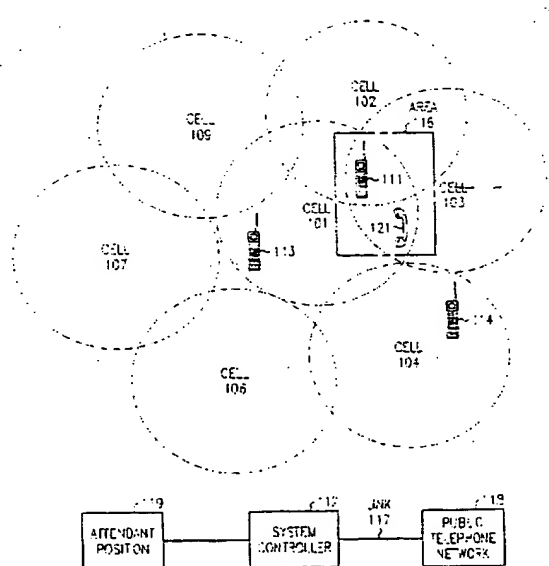


FIG. 1

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EUROPEAN SEARCH REPORT

Application Number
EP 98 30 7670

DOCUMENTS CONSIDERED TO BE RELEVANT			
Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int.Cl.6)
A	US 5 432 840 A (RYDEN LEIF C) 11 July 1995 * abstract *	1	H04M3/50 H04M7/00 H04Q7/00 H04Q7/22
A	--- HARVEY D E ET AL: "CALL CENTER SOLUTIONS" AT & T TECHNICAL JOURNAL, vol. 70, no. 5, 1 September 1991, pages 36-44, XP000244602	1,2	
A	--- DERVILLE D ET AL: "CALL CENTERS: A STRATEGIC ISSUE FOR BOTH CUSTOMERS AND SUPPLIERS" ALCATEL TELECOMMUNICATIONS REVIEW, 1 October 1996, pages 275-283, XP000681900 -----		
			TECHNICAL FIELDS SEARCHED (Int.Cl.6)
			H04M H04Q
The present search report has been drawn up for all claims			
Place of search THE HAGUE		Date of completion of the search 16 April 1999	Examiner Vandevenne, M
CATEGORY OF CITED DOCUMENTS X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document		T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons & : member of the same patent family, corresponding document	

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